PHFE WIC is now offering our WIC Caseload Reporting System (called Raptor) to other California WIC local agencies.   It contains over 200 pre-defined trend charts, scatter comparison charts, and reports to help you manage your caseload, understand your population, evaluate change, answer questions from State WIC and your management and prepare for state audits.   Every report allows you to export the underlying data to Excel for additional analysis and reporting. Many of the reports allow you to also export details about the participants making up the statistic allowing you to contact them or better train staff. These detailed exports are in a format allowing you to import the data into messaging systems to facilitate sending the participants email, text or voice messages.

To find out more email Samar@phfewic.org or contact the California WIC Tech Google group.

What is Raptor?

Raptor is a hosted web application located on secure PHFE WIC servers. There is nothing for you to install, all the software and data is managed here at PHFE WIC. All you will need to access the system is a standard web browser on a thin client, workstation or mobile device.

The system contains all the reports and analysis we here at PHFE have been developing for many years. This includes the following reports (it is a partial list). Most of these are trend charts allowing change analysis. All of these reports may be broken down by individual clinic or seen at the agency level.

1. Caseload served charts.
2. Unissued reports broken down by ethnicity, FPL, category, packet group and highlighting those also signed up for CalFresh.
3. Analysis of the participants dropping off of WIC who may still be eligible.
4. Workloads due to therapeutic formula.
5. Redemption data including analysis of CVV usage, redemption breakdowns by ethnicity, FPL and the actual value of WIC to our participants.
6. Analysis of un-spent vouchers. If families are coming to WIC but not spending their checks then are they about to leave WIC? All these numbers are broken down by clinic, FPL, category, ethnicity, etc…
7. Health issues such as statistics on things like the source of healthcare, obesity rates, low weight infants and other things collected by WIC.
8. The system contains many reports and exports to help with WIC audits. This includes specific participants, and trends, on things such as the missing dietary risk codes and mismatched packets.
9. Breastfeeding analysis and trending.

How do I get started?

Raptor is now ready and may be used by any California WIC local agency.   To get started you will need to do the following.

1. Email samar@phfewic.org to officially get on the list.
2. You will need to sign the Service Agreement for Raptor. You do not need to contact the state; we take care of all the arrangements.
3. You will need to submit User Applications for any users you want to have access to your local agency's data. Samar McGregor (samar@phfewic.org) will be able to get these forms to you.

How much will Raptor cost?

Raptor is not funded by California State WIC. Each local agency will need to sign up for the service on their own. Currently the cost is $400 plus 5 cents per assigned caseload.

Therefore for an agency with a 10,000 assigned caseload the cost will be $400+$500 per year. $900 per year. Prorated to October 1st.

How often is Raptor updated?

The data is only updated once a month. California WIC sends us data for each local agency signing up for this service on the 4th of each month. It takes us less than an hour to update the Raptor warehouse and generate the various statistics then used by the reporting system.

As far as changes to the software we do currently add new reports quite frequently. We use Raptor ourselves to solve problems and research our operation. When we add reports for ourselves you will instantly have access to the same reports on your own data. The system allows for the addition of reports without taking down the system so you may sometimes see new reports popup several times per day.

## How do I request additional reports be added to Raptor?

Unfortunately we are not providing an adhoc reporting service. California State WIC provides this service. We are pricing Raptor at a level that allows us to provide the hosting service and answer support questions. We are trying to keep the costs as low as possible so that most local agencies can afford to use Raptor to help their caseload.

Who sees my data?

Only you will see your local agency's data. No data is generally available to everyone. You may give accounts to anyone on your staff to be able to see your local agencies data.

California State WIC does not have access to these charts. They have their own copy of this data and might produce any of these reports themselves, but they will not be using Raptor to audit your local agency or compare you to others. This is only a Local Agency peer tool we all are using to better run our agencies.

Raptor does contain a few global comparison charts but on those charts local agencies are not identified. As you can see below your agency is drawn in RED while other unnamed local agencies are drawn in gray. There are so many statistics and number in Raptor this can help you understand what is a "good" number and which statistics may need a closer look.
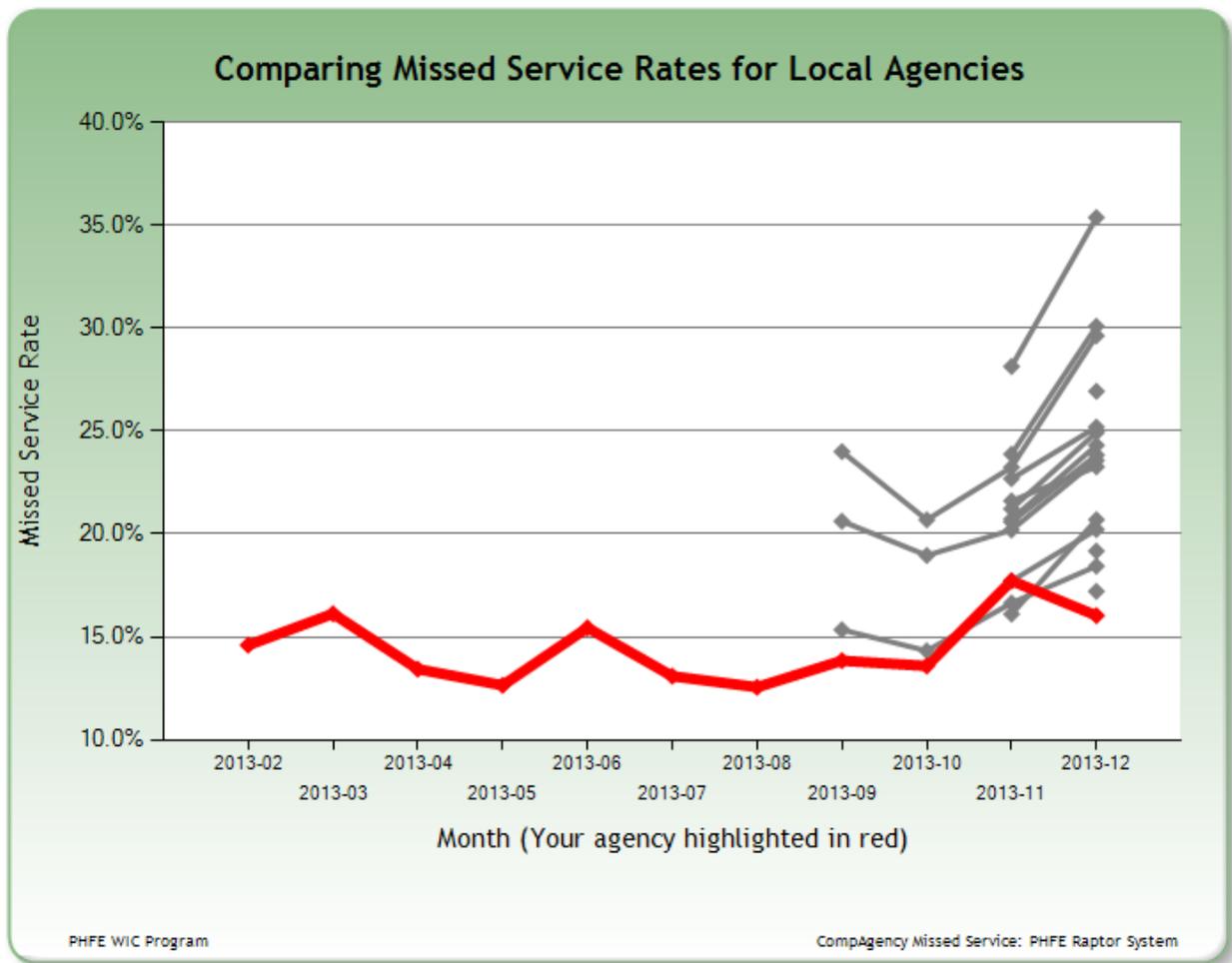
Security

Raptor does contain participant identifiable information. There are several levels of user accounts and only accounts belonging to WIC employees shall be given access to view that level of detail. With that level of access all the WIC rules apply for confidentiality. But there are also accounts which only have access to the summary reports. It is up to you if you want to share those reports.

The system passes data over the network using SSL web encryption. While most of the data is not sensitive it is protected.

The software itself is located on a webserver located at PHFE WIC protected by Cisco firewall technology. However none of the data resides on that public server. To make sure the system is secure all of the data is located behind a second level of firewall protection with all data access through secure Web Service connections. Access to that secure middle software tier is only accessible from the Raptor server. Direct access to the database is not possible even from the Raptor webserver. While you will see the system is very fast this middle security software tier for data access does add time to each operation while providing this enhanced security for the data.

Mobile Data Access

Raptor is fully compatible with over 200 different mobile devices including smartphones (even Blackberries), tablets, e-readers and even game devices. The system automatically recognizes your mobile device and reformats the reports to best suit the display.

This allows you to have all of the WIC information with you in meetings, when discussing issues with staff, supervisors, politicians and community leaders and even at conferences when bragging about your WIC program.
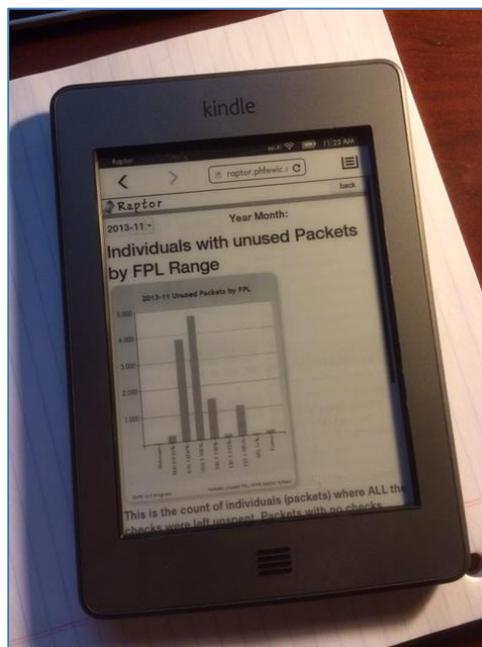
Reporting Examples:

The following are examples of some of the reports.

This is a caseload chart showing the 97% to 100% caseload goal band in green, the certified participant count in brown and the issued packets for the month with the blue bars.
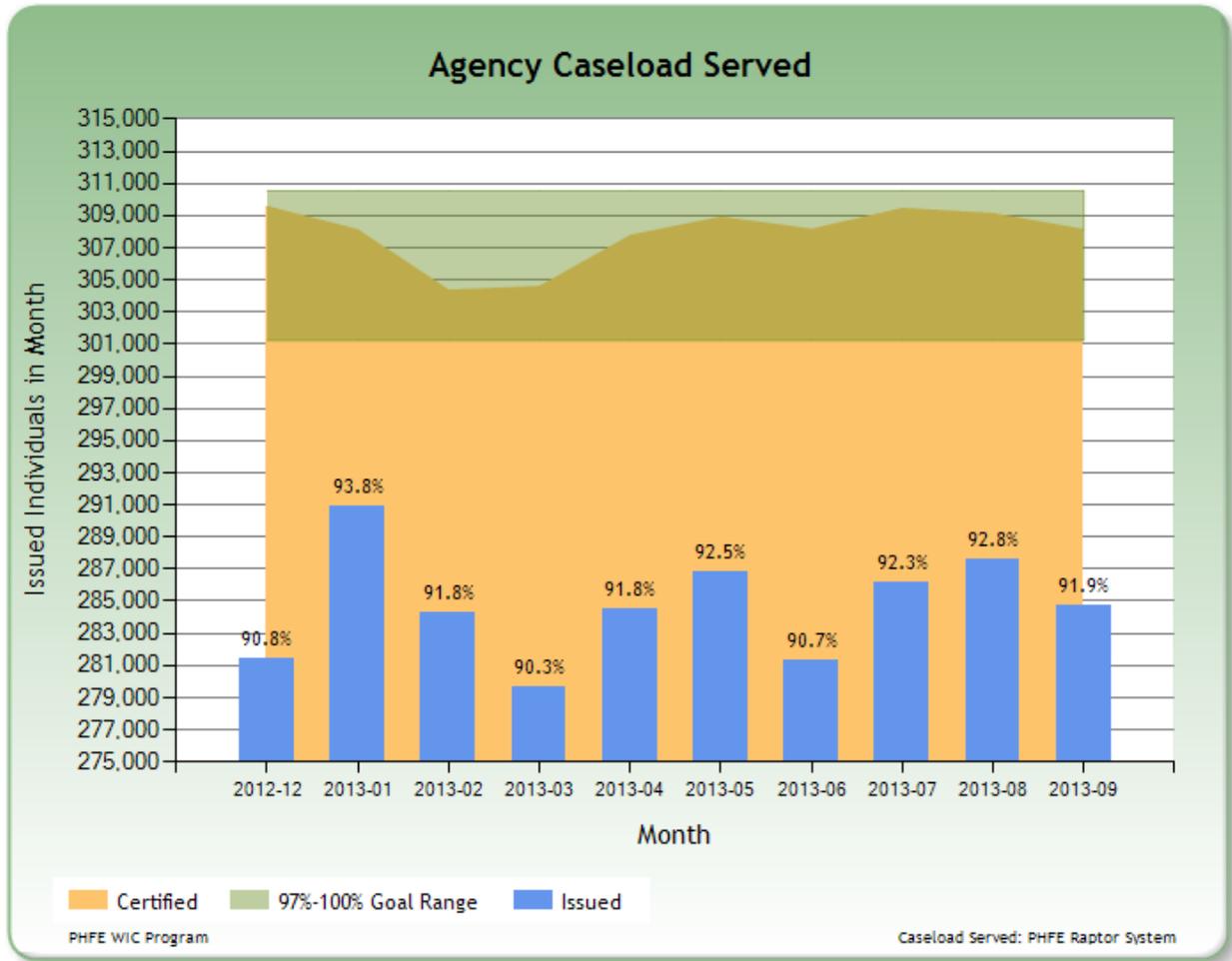
Determining the actual new families who have enrolled in WIC is a difficult number to find with our California WIC MIS system. Moms may enroll a second time when they next get pregnant and infants are enrolled but their family may already be enrolled in WIC. The actual number of families _newly enrolled_ in WIC is helpful when evaluating your outreach efforts. Raptor gives you this number.
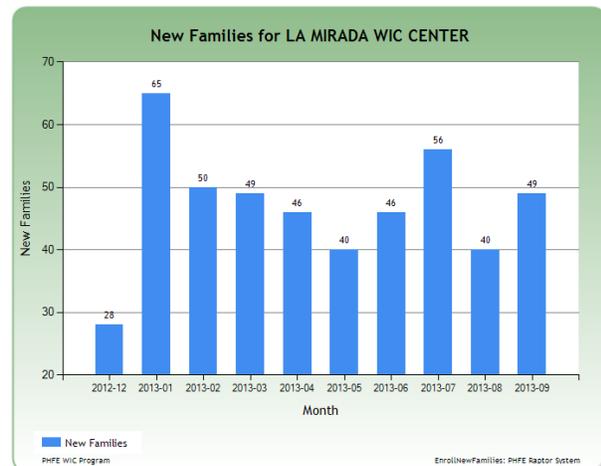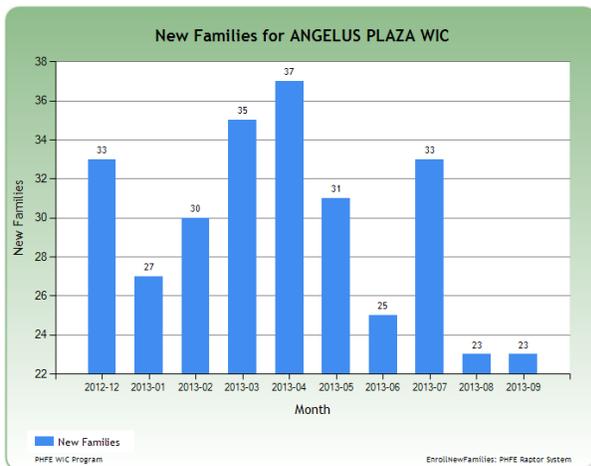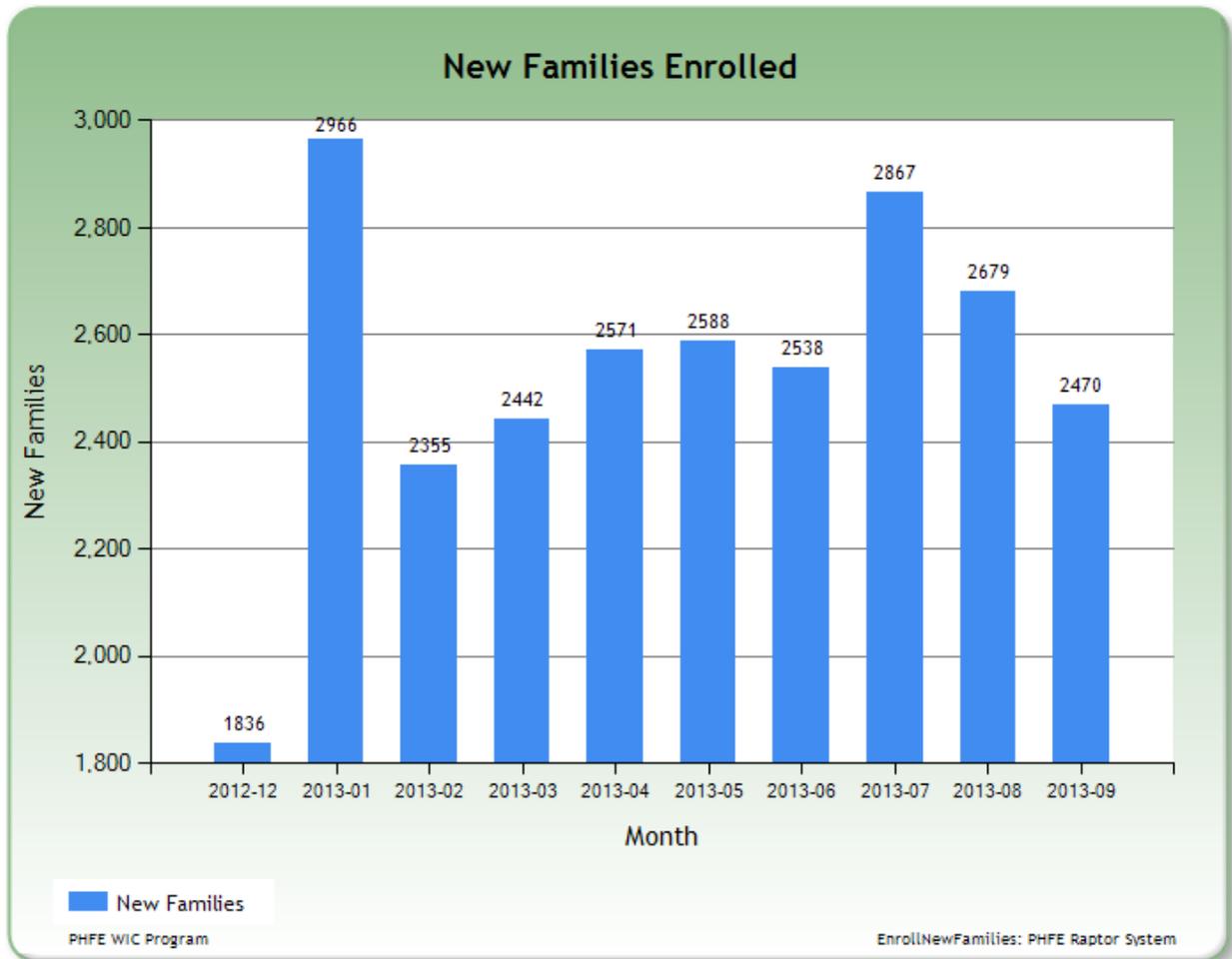
Raptor contains redemption data which gives us a very interesting view on WIC participation. With this data we can not only see participants who are not coming in for their benefits (unissued) but also those who do take the time to come in but then don't spend their benefits. We see this as a warning sign that they may have a problem with WIC. They may not understand, can't find a store....

Below is a chart, by category, of individuals issued benefits that did not spend ANY of their vouchers.

Unused Packets by Category

PHFE WIC Program — Packets Unused Category: PHFE Raptor System
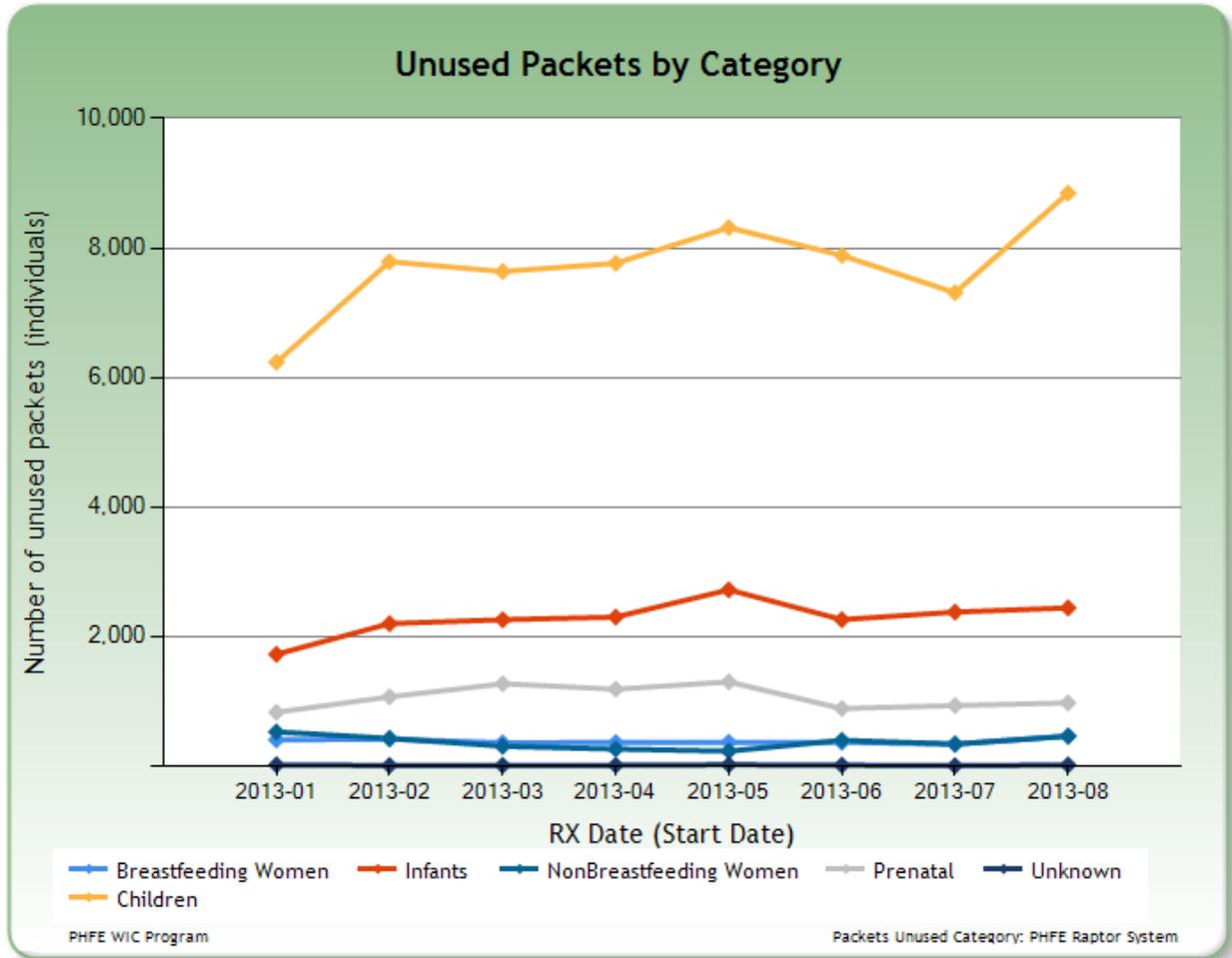
All the Raptor reports also allow you to see, and export, all the numbers shown in the report to Excel for additional analysis.

Category Name	RX Date	Unused Count
Breastfeeding Women	2013-01	402
Children	2013-01	6235
Infants	2013-01	1724
NonBreastfeeding Women	2013-01	524
Prenatal	2013-01	828
Unknown	2013-01	17
Breastfeeding Women	2013-02	414
Children	2013-02	7789
Infants	2013-02	2198
NonBreastfeeding Women	2013-02	426
Prenatal	2013-02	1066

There are lots of clinic comparison charts in Raptor. These allow you to look at statistics at an agency level comparing your clinics. This shows you if a problem may be worse at some clinics more than others. In this chart we are looking at the counts of WIC individuals who don't spend ANY of their vouchers.

In this example the X-AXIS is the certified size of each clinic. The "NORW" clinic has the highest number of individuals but it is also one of the largest clinics.
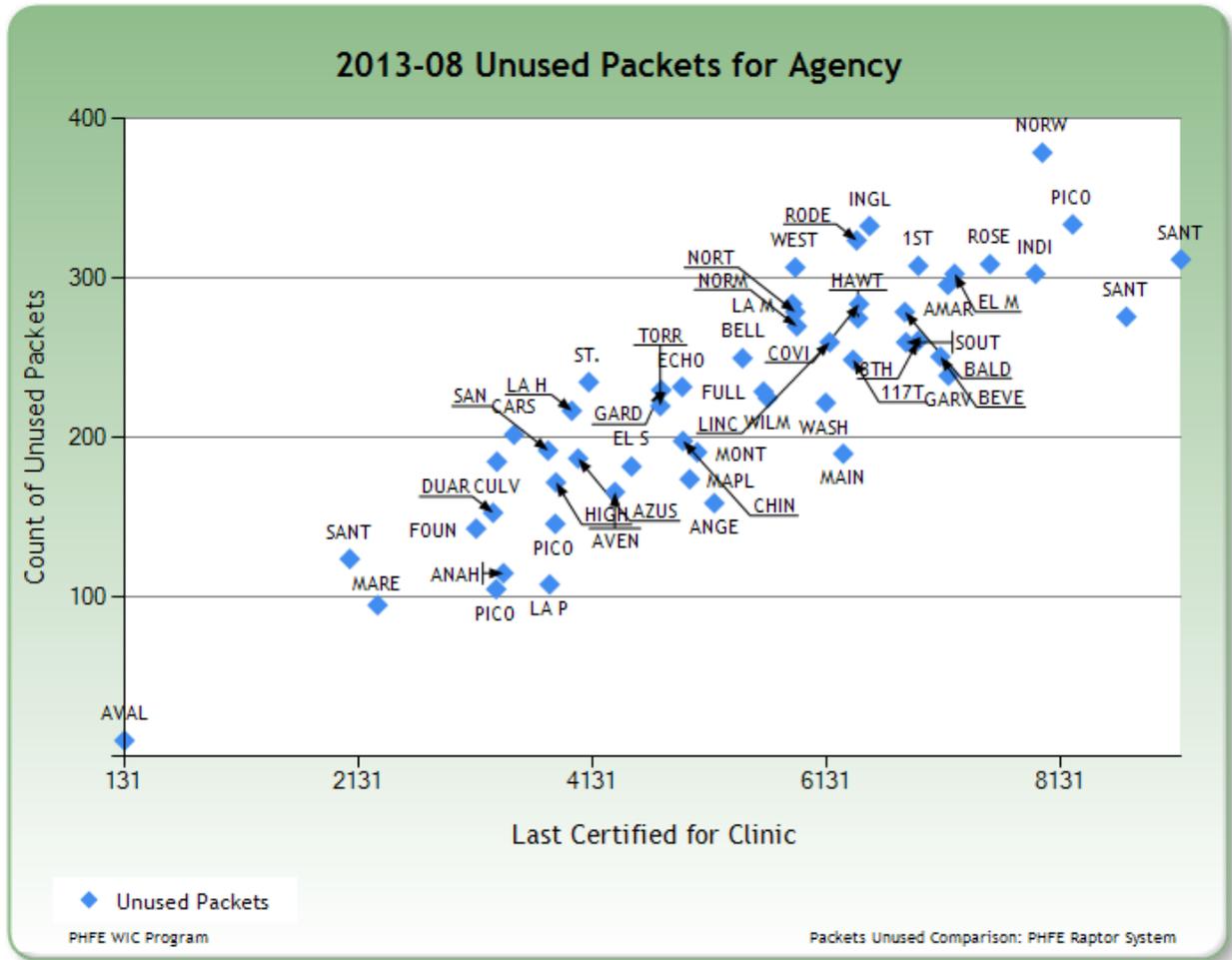

Sometimes these numbers are shown as percentages and sometimes as counts. Each report allows you to see both numbers.

CalFresh is a frequent topic these days. Raptor has a series of charts analyzing the use of CalFresh in our WIC Centers. Below you can see a blue dot for each of our clinics and which clinics have more participants on CalFresh.

While she is one of our smaller clinics the "ST." clinic has the highest rate of CalFresh participation.
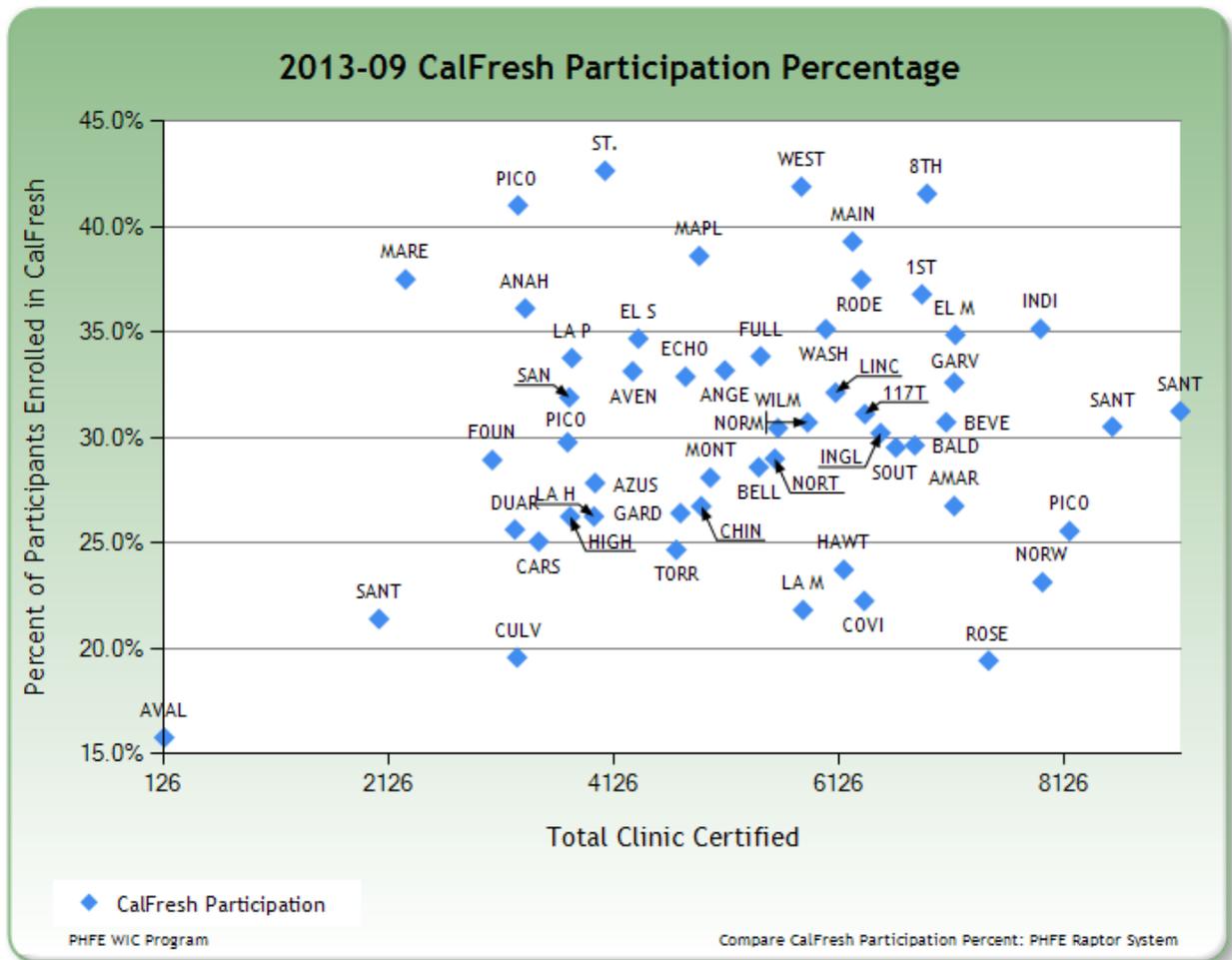
To the right is a monthly trend chart of CalFresh participation broken down by WIC category.
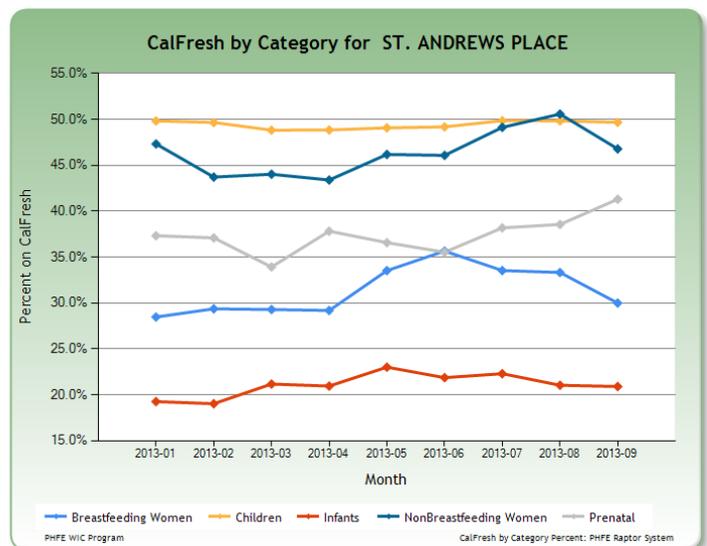
Raptor has the data to show the actual current value of the WIC benefits to our participants. This is a trend chart showing the value as it changes. It can also be shown for a specific clinic to inform conversations with local grocers, politicians or community leaders.
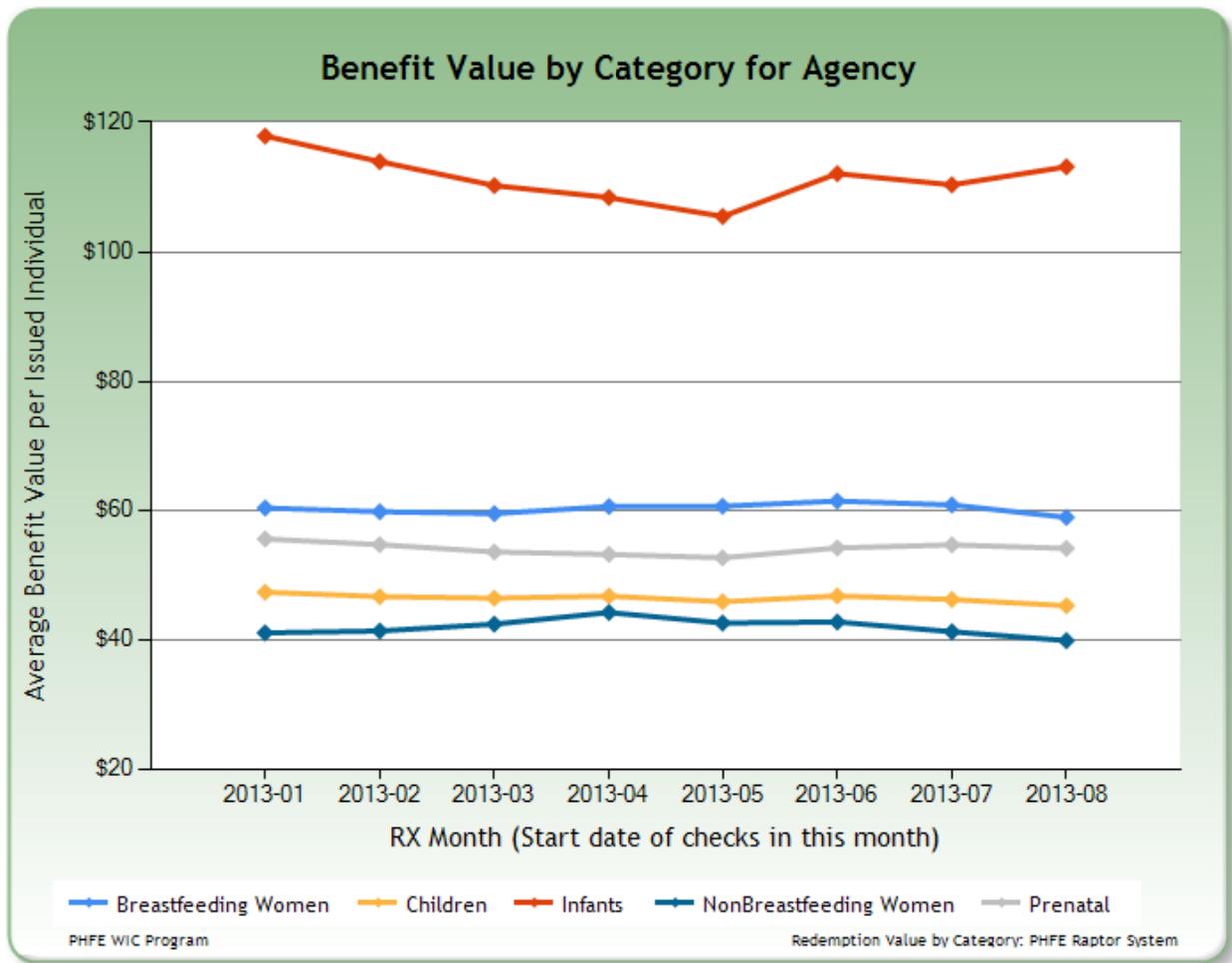
RX Date	Category Name	Individuals	Checks	Redeemed	Redeemed Value	All Redeemed	None Redeemed	Value Per Individual
2013-01	Breastfeeding Women	14405	61943	56537	$868,895.80	11829	402	$60.32
2013-02	Breastfeeding Women	12822	55052	49869	$765,976.30	10409	414	$59.74
2013-03	Breastfeeding Women	11168	48074	43292	$664,021.00	8898	357	$59.46
2013-04	Breastfeeding Women	10775	47289	42819	$652,453.30	8695	360	$60.55
2013-05	Breastfeeding Women	9351	41842	37221	$566,646.60	7269	366	$60.60
2013-06	Breastfeeding Women	12170	54142	49063	$747,133.80	9807	364	$61.39
2013-07	Breastfeeding Women	11533	50844	46185	$701,149.70	9335	335	$60.80

Raptor will also help with audits. There are a series of reports on things like the missing dietary risk codes which can help you determine the real extent of the problem (not just a sample like is used in some audits) and look to see if there is more of a problem with a specific clinic. Notice how high the "BALD" clinic is compared to the others. You are also able to export these participant records to facilitate fixing them and to better train staff.

2013-09 Compare Missing Dietary Risk Codes

Audit Missing Dietary Risk Codes for BALDWIN PARK
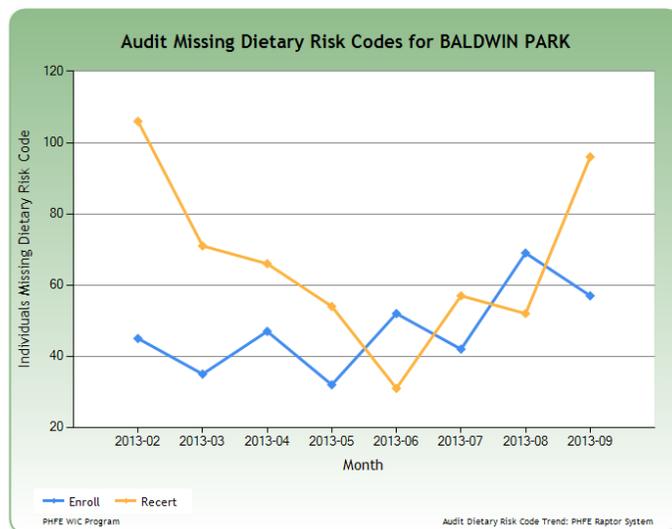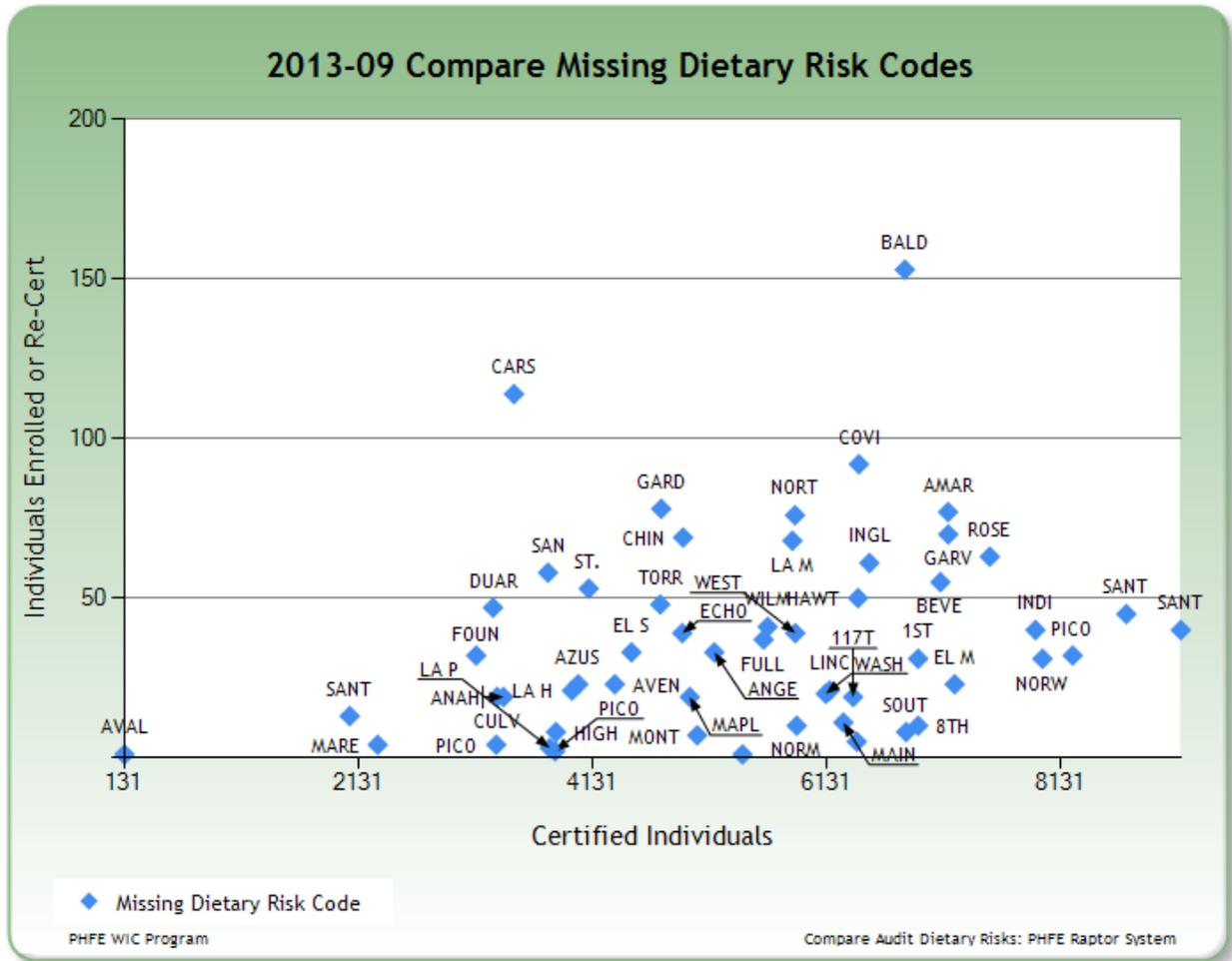
These are just a few of the over 225 Raptor reports available. If you are part of the California WIC Program please contact us for a demo account.

Note: Notice on the Raptor home page it shows how much your WIC agency is contributing in WIC benefits to the local community. This can be a valuable number in many different discussions. Notice the drop in 2013-12? This screen was captured in January and not all the December vouchers had yet been redeemed when we received the exported data. This is normal.